

NOTICE

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Scheduling Service Interruptions

The Anne Arundel County Code gives the DPW Director “control over County roads.” The DPW Director has the authority to approve a request to close a public road.

It is the policy of DPW to manage service interruptions to minimize operational impacts. It is also the policy of DPW to schedule service interruptions and notify customers in advance whenever possible. In the event advanced notice is not possible, DPW will attempt to notify the public of current work status and time estimates for normal operations to resume.



Christopher Phipps

Director

DPW B-11 (Excerpts relating to Road Closures)

DEPARTMENT OF PUBLIC WORKS
POLICY AND PROCEDURE MANUAL

DIVISION: General Administration
SUBJECT: Scheduling Service Interruptions

I. PURPOSE

To state a policy and establish a procedure for scheduling service interruptions in the Department of Public Works (DPW). This policy defines the roles and responsibilities in requesting, coordinating, scheduling, and executing service interruptions related to scheduled and unscheduled DPW operations.

II. RESPONSIBILITY

- A. Division Heads
- B. Deputy Directors
- C. DPW Customer Relations Manager
- D. DPW Director
- E. DPW CIP Project Managers
- F. Bureau of Highways Right of Way (ROW) Division
- G. Department of Inspections & Permits

III. DEFINITIONS

- A. **Planned Service Interruptions:** An interruption in vital services which can be foreseen. Planned service interruptions include all new infrastructure, rehabilitation, repair, and maintenance projects with enough lead time to allow them to be accomplished on a non-emergency basis.
- B. **Emergency Service Interruptions:** An interruption in vital services that cannot be foreseen. Emergency Service Interruptions are required when repairs or traffic rerouting must be accomplished immediately to safeguard property and/or health.
- C. **Division Head:** Utility Administrators, Chief Road Operations, Traffic Engineering Managers, Engineer Administrators, Solid Waste Administrators.
- D. **Reverse Notification System (a.k.a. Civic Ready or Code Red):** An emergency notification system that allows geo targeted, time sensitive information to be sent to individuals with land lines using voice messages. Individuals who sign up for the service may also receive text messages and/or email.
- E. **Full Road Closure:** A road closure that does not allow traffic to flow at all in either direction.
- F. **Partial Road Closure:** A road closure that does not allow traffic to flow at all in one of two directions, but does allow traffic to flow in the opposite direction. Usually the closed direction of traffic is detoured to an alternate route.
- G. **Lane Closure:** Continuous two-way traffic is maintained but one or more lanes are blocked

(includes lane shift).

- H. Flagging Operation: Continuous two-way traffic is maintained by alternating two-way traffic using flagmen/women, aka two-way alternating traffic.
- I. Detour: One or both directions of traffic are directed along an alternate route around a Partial or Full Road Closure.
- J. Shoulder Closure: Two-way traffic remains undisturbed, but the shoulder is closed to vehicles.
- K. Nighttime Full Road Closure: A full road closure that occurs between the hours of 8:00PM and 5:00AM.

IV. POLICY

It is the policy of DPW to manage service interruptions to minimize operational impacts. It is also the policy of DPW to schedule service interruptions and notify customers in advance whenever possible. In the event advanced notice is not possible, DPW will attempt to notify the public of current work status and time estimates for normal operations to resume.

V. PROCEDURE

A. Planned Service Interruptions

All planned service interruptions must be reviewed and approved by the Division Head, or designee, of that operation.

1. Planned County Road Closures

Please see Attachment #1 for a Workflow for Road Closure Approvals.

Prohibitions

No planned work shall be performed in the traveled portion of an arterial roadway from 7AM to 9AM and/or from 3PM to 6PM, Monday through Friday, unless otherwise approved by the Traffic Engineering Division. Prohibitions applicable to lesser functional classification roadways will be determined on a case by case basis.

- a. All requests for planned county road closures require a permit application to the Bureau of Highways ROW division via an online portal at <https://www.aacounty.org/services-and-programs/right-of-way-permit> at least 30 calendar days prior to the planned road closure and must include the following information:
 - Closed Road Name
 - Road Closure Starting Point
 - Road Closure Ending Point
 - New ADC Coordinates
 - Start Date and Time

- Estimated End Date and Time
 - Traffic Manager Name and Contact Number
 - Reason for Closure explaining the justification for the road closure including any alternatives to full road closure that were considered
 - A site specific Temporary Traffic Control (TTC) Plan, to include a detour plan where applicable.
 - Copy of publication-ready outreach materials to businesses and citizens regarding the TTC Plan, including the use of variable message signs, door hangers, mailings, etc. for all road closures expected to last more than 24 hours.
 - Any other relevant information regarding the road closure
- b. The DPW Customer Relations Manager, in cooperation with the agency/division initiating the closure, will provide public notification based on the information listed in V.A.1.a. Public notification may consist of the following actions:
- i. Message boards and signage (posted by the requestor)
 - ii. Press release
 - iii. Social media posting
 - iv. Letters to the affected citizens (Please try to notify Customer Relations at least 30 days prior to the planned road closure. Letter provided by the Bureau of Highways and mailed by DPW Customer Relations).
 - v. Public meeting (Please try to notify Customer Relations at least 30 days prior to the planned road closure).
- c. Road Closures (Partial or Full), including detours, regardless of functional classification for Work Conducted in the Right of Way (ROW)
- i. This section covers full/partial road closures related to operations, repair, maintenance, and any work planned through a Right-of-Way Permit, Capital Improvement Program (CIP), or In-House Maintenance & Repair (M&R) activity.
 - ii. Bureau of Highways ROW Division, in collaboration with the Traffic Engineering Division, will review and approve the closure application package (to include MOT and Outreach details) and if required will obtain approval from the DPW Director in writing for all road closures expected to last more than 24 hours, prior to permit issuance. This includes two or more consecutive nighttime road closures that reopen to traffic in the daytime (threshold is cumulative hours > 24 hours).
 - iii. Bureau of Highways Traffic Engineering Division may conduct a pre-closure site meeting with the Division Head, or designee, closing the road.
 - iv. Subsequent to approval, applicants shall provide 24 hour advance notice of all road closures at BOHROADCLOSURES@aacounty.org. Following notification, the Bureau of Highways ROW Division may conduct a site visit to verify the temporary traffic control is compliant with approved plans.
 - v. The applicant that closed the road must immediately notify the Bureau of Highways ROW Division, at BOHROADCLOSURES@aacounty.org, when the road has been reopened.
 - vi. Bureau of Highways ROW Division will notify the DPW Director and the DPW Customer Relations Manager regarding road re-opening.

- d. Road Closures (Full/Partial), including detours, regardless of functional classification per Public Works Agreement (PWA)
 - i. This section covers developer initiated road closures.
 - ii. Bureau of Highways ROW Division, in collaboration with the Traffic Engineering Division (TED), will review the application and if required will obtain approval from the DPW Director in writing for all road closures expected to last more than 24 hours. This includes two or more consecutive nighttime road closures that reopen to traffic in the daytime.
 - iii. The Department of Inspections & Permits will provide public notification based on information listed in V.A.1. and provide a copy of the public notification to the DPW Customer Relations Manager.
 - iv. The Department of Inspections & Permits Inspector that closed the road must immediately notify the Bureau of Highways ROW Division, in writing, when the road has been reopened.
 - v. Bureau of Highways ROW Division will notify the DPW Director and the DPW Customer Relations Manager regarding road re-opening.

2. Planned County Road Lane Closures

Please see Attachment #1 for a Workflow for Road Closure Approvals.

Prohibitions

No planned work shall be performed in the traveled portion of an arterial roadway from 7AM to 9AM and/or from 3PM to 6PM, Monday through Friday, unless otherwise approved by the Traffic Engineering Division (TED). Prohibitions applicable to lesser functional classification roadways will be determined on a case by case basis.

- a. Lane Closures (two-way traffic maintained) & Flagging Operations (two-way alternating traffic) for Specific Roads
 - i. County Roads that are functionally classified as **collectors** and **arterials** require review of all lane closures and flagging operations, including operations, repair, maintenance, CIP, or work planned through a Right-of-Way Permit or under a Public Works Agreement.
 - ii. Bureau of Highways Traffic Engineering Division (TED), will review all lane closure requests to include e-Builder project circulations, public works agreement circulations, maintenance & repair projects or similar and if required will obtain approval from the DPW Director in writing for all lane closures expected to last more than 24 consecutive hours.
 - iii. Applicants shall provide advance notice of all lane closures at BOHROADCLOSURES@aacounty.org. Following notification, the Bureau of Highways ROW Division may conduct a site visit to verify the temporary traffic control is compliant.
 - iv. The applicant that implemented a lane closure must immediately notify the Bureau of Highways ROW Division, at BOHROADCLOSURES@aacounty.org, when the road has been reopened.
 - v. Bureau of Highways ROW Division will notify the DPW Director and the DPW Customer Relations Manager regarding road-reopening.

vi. Lane Closure Approval Matrix

	>24 hour closure	<=24 hour closure
Arterial	DPW Director	TED
Collector	DPW Director	TED
Local	N/A	N/A

vii. Lane Closure Review Submission Lead Time Matrix

	>24 hour closure	<=24 hour closure
Arterial	7 day lead time	24 hour lead time
Collector	7 day lead time	24 hour lead time
Local	N/A	N/A

B. Emergency Service Interruptions

1. Emergency County Road Closures

- a. Division Heads, or designees, must notify the Deputy Director, Director, Assistant Director, Office of Emergency Management, Police, Fire, and the DPW Customer Service Manager of an emergency road closure. The Division Head, or designee, of that operation which closes a road will provide them with the information listed in V.A.1.
- b. The DPW Customer Service Manager will send out public notification via press release, DPW website, reverse notification system, social media and/or written notification to the affected citizens.
- c. During extended inclement weather events, the Bureau of Highways will maintain a list of all road closures for the duration of the emergency and until all roads are reopened.
- d. During extended inclement weather events, every 24 hours, the Bureau of Highways will update all listed in V.B.1.i. regarding the status of all road closures and the DPW Customer Relations will send out additional public notification on status of road closures until all roads are reopened.
- e. During non-inclement weather events, the Division which closes a road will immediately notify, in writing, all listed in V.B.1.i. when the road is reopened.

C. Restoration of Service

- 1. Every attempt shall be made to restore vital services as fast as possible.

2. Any entity that interrupted service due to road closure, water outage, etc. must notify the appropriate Division Head that services have been restored.
3. After restoration of services, technicians representing the operational area shall ensure systems in their respective areas are operational and that equipment is set to normal operation position. Valves, switches, and other such devices operated during the service interruption must be inspected by the technician representing the operational area at the conclusion of the interruption to ensure these devices have been left in the proper position for the respective system to operate normally.

VI. REFERENCES

- A. DPW P&P B-07 Public Information/Public Speaking
- B. DPW P&P B-20 Customer Communications for Capital Projects
- C. DPW Bureau of Utility Operations F5.40 Priority Customer Policy
- D. DPW Bureau of Utility Operations Water Operations SOP WO:F1 Unidirectional Water Main Flushing-Routine Operations
- E. DPW P&P B-35 Water Restrictions

Attachment 1 Road Closure Approval Workflow

